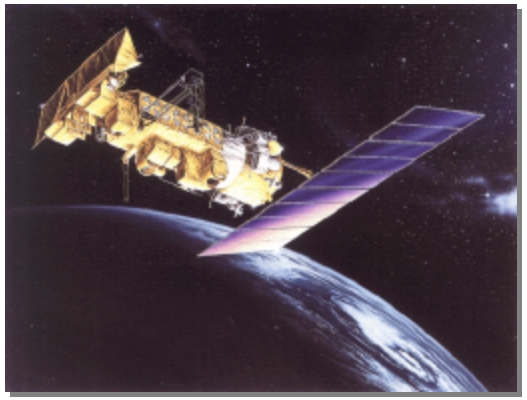
POES PROGRAM



GSFC/QMS Training

February 2002

GSFC/QMS Training 2002

ALL PERSONNEL SHOULD

- Know the GSFC Quality Policy
(GPG-8730.3 & POES Card)

- Know who the GSFC ISO Management Representative is.
(Charlie Vanek)

- Know your job responsibilities.
(TA for Contractors/PD for Civil Servants & 480-PG-1060.1.1)

- Know where quality policies and procedures are located.
(Goddard Directives Management System (GDMS) - http://arioch.gsfc.nasa.gov/iso9000/index.htm)

- Know if there are any Quality Records associated with your work.
(POES Quality Records List - http://poes.gsfc.nasa.gov/iso/iso_home.htm)

GSFC/QMS Training 2001

ALL PERSONNEL SHOULD (Continued)

•Know what procedures and work instructions apply to your job and where they are located.
(GDMS- http://arioch.gsfc.nasa.gov/iso9000/index.htm)

• Know how to access the GDMS, Quality Records List, Directives Requirements Listing and Master Controlled Documents List for documents related to your work.
(POES ISO Page - http://poes.gsfc.nasa.gov/iso/iso_home.htm)

• Know what to do if you find a nonconformance.
(Notify the POES NCR lead or NCR Administrator).

• If asked any questions about the quality system, answer only with known information. Don't guess. If you don't know, say, "I don't know."

GSFC **Quality Policy**

(As Documented in the GSFC Quality Manual GPG-8730.3)

With customer satisfaction as our primary goal:

- GSFC is committed to meeting or exceeding our customer's requirements

- We achieve excellence in all of our efforts

Effective Date: January 27, 1999

GSFC/QMS Training 2001

- **Who is the GSFC Management Representative?**

The Management Representative appointment is documented in section 4.1.2.3 of the GSFC Quality Manual (GPG 8730.3).

The Management Representative is:

Charlie Vanek

POES Program Audit Preparation

- **What are your job responsibilities? What procedures and work instructions apply to your job? Where are they located?**
  - **All program personnel** must determine the correct answers to these questions. As a minimum, each person should be able to place and explain his or her job and responsibilities within appropriate Work Instructions (WIs) and/or Procedure and Guidelines (PGs). The POES Program Operational Responsibilities Procedure (480-PG-1060.1.1) describes all functional responsibilities of Program personnel. This document is available in hardcopy from the library, and all POES Program PG's & WI's are available electronically within the GSFC Directive Management System.

POES Program Audit Preparation

- **Where are the master lists for your quality policies, procedures, work instructions, and other documents?**
  - You must be able to demonstrate that you are using the correct versions of documents in performing your work. The Master List for ISO 9000 Quality Management System documents are located in the GSFC Directive Management System.
  - The POES Master Controlled Document List is available through the POES Web Site (ISO-9000 Link) You should be able to readily locate this site on your computer, or take the auditor to someone who can.

POES Program Audit Preparation

POES PG's and WI's

You should know where these procedures/work instructions are located and whether they apply to you !

- 480--PG-1060.1.1 POES Program Operational Responsibilities
- 480-WI-1310.1.1 Program Operating Plan Process
- 480-PG-8700.4.1 Technical Reviews
- 480-WI-1410.1.1 POES Documentation Center
- 480-PG-5330.1.1 POES Program Post-Launch Checkout and Hand-over Guidelines
- 480-PG-1710.1.1 TIROS Orbital Anomaly Review Board (TOARB) Process

POES Program Audit Preparation

- **Do you use any forms? How do you know you have the correct version?**
  - The GSFC Official Forms are located in the GSFC Directive Management System.
  - You may also be using other forms that are controlled by a procedure. In any case, you should assure yourself you do know the source for whichever forms you use.

POES Program Audit Preparation

- **What do you do if you find Quality Management System nonconformances or products and processes that are nonconforming?**
  - Product and process nonconformances are documented in the GSFC NCR on-line database located via the GSFC QMS Web Site.
  - All Product/Process nonconformances shall be documented on a GSFC Nonconformance Report (NCR), and entered into the NCR/CAS database. This shall be accomplished by the Program NCR Administrator, (System Assurance Manager) or NCR Lead (Program Quality Engineer).

POES Program Audit Preparation

- **Who is the POES NCR Lead and NCR Administrator?**

The POES NCR Lead is: Renee Taylor

The POES NCR Administrator is: Bill Daney

POES Program Audit Preparation

- **Are there any quality records associated with your job? Where are they maintained, and for how long?**

Goddard Procedures &Guidelines (GPG's), Procedures & Guidelines (PG's) and Work Instructions (WI's) establish the way you do your work, and the quality records named in those instructions (Directives) are the best evidence that you do your job in accordance with your instructions. To answer the auditor correctly, you must be familiar with the documentation associated with your task activity, as well as with all the PG's / WI's that apply to your tasks. Where quality records are maintained, and for how long, will be specifically established by various means, as detailed in the applicable PG or WI. For more information on quality records, review GPG 1440.7 & 400 PG-1440.7.1 Quality Records Control.

POES Program Audit Preparation

- Quality Records - all quality records have to be called out in a directive, so if a record is not called out as a required Quality Record in a GPG, PG, or WI, it's not considered a Quality Record.

- This has significantly reduced the amount of quality records held at the Program level.

POES Program Audit Preparation

Quality Records vs. Controlled Documents -

Quality Records

- Are listed as quality records in applicable GSFC QMS directives
- Are not revised once completed
- Demonstrate implementation or completion of the activity or function or the actual as-built or as-tested configuration.

Controlled Documents

- Are not listed as quality records in applicable GSFC QMS directives
- Can be revised
- Describe a planned activity or function, or design characteristic

POES Program Audit Preparation

Quality Records - (Continued)

(Examples of records that are quality records):

- management review records
- training records
- test equipment calibration records
- test verification records
- nonconformance reports

(Examples of controlled documents that are ***NOT*** quality records):

- program/project plans
- organization charts
- GSFC directives
- program procedures

POES ISO Key Contacts

ISO Implementation Manager	Dave Coolidge
CM Manager	Debbi Filson
Directives Manager	Rosalind Dorsey
Master List Custodian	Rosalind Dorsey
Quality Records Custodian	Rosalind Dorsey
NCR Project Administrator	Bill Daney
NCR Lead	Renee Taylor

Auditee Etiquette

Auditee Etiquette & Philosophy

- Know what the quality policy means
- Know where to locate applicable Goddard Procedures and Guidelines (GPGs) & Program level Procedures & Guidelines (GP) / Work Instructions (WIs)
- Know what procedures govern the work that you are doing

Auditee Etiquette & Philosophy (con't)

- Convince them you follow procedures and work instructions where required
- Think before answering questions
- Answer truthfully, and directly
- If you do not know the answer, direct the auditor to your supervisor

Some Audit No-No's!

- Don't be afraid to say, "I don't know, but I'll find out"
- Don't volunteer information not asked for
- Don't act like the auditor is wasting your time
- Don't guess or bluff our answers

Some Audit No-No's! (con't)

- Don't criticize coworkers or the Center
- Don't argue with the auditor
- Don't say you don't follow procedures because…you don't have time, or can't be done that way

GDMS DEMO